

Amendments to the Claims:

The following listing of claims will replace all prior versions, and listings, of claims in the application:

1. (Currently Amended) A method of adjusting access rights of a caller, comprising:

receiving an interaction request from the caller at an interaction manager;

retrieving selection criteria relating to the caller;

determining access rights of the caller;

determining if a token is associated with the caller; and

adjusting at least one of the selection criteria based on the token to control

access to a callee; and

providing the caller with access to the callee based on the selection criteria.

2. (Canceled)

3. (Currently Amended) The method of ~~claim 2~~claim 1, wherein the interaction request includes a request for interaction information to the interaction manager.

4. (Previously Presented) The method of claim 3, wherein the interaction request includes at least one of a caller identity, a caller's communication device, and a callers mode of communication.

5. (Currently Amended) The method of claim 3, wherein the interaction information includes at least ~~one~~two of visibility information, accessibility information, and continuity information.

6. (Original) The method of claim 5, wherein the accessibility information includes at least one hypertext link associated with an issuer of the token.

7. (Previously Presented) The method of claim 5, wherein the continuity information relates to past interactions between the caller and an issuer of the token.

8. (Previously Presented) The method of claim 5, further comprising presenting the interaction information to the caller as an interaction space.

9. (Previously Presented) The method of claim 8, further comprising displaying the interaction space to the caller on a web-enabled device.

10. (Previously Presented) The method of claim 1, wherein determining if a token is associated with the caller comprises:

obtaining a token associated with the caller from a data source if the token exists.

11. (Original) The method of claim 10, further comprising obtaining an expiration date of the token.

12. (Currently Amended) The method of ~~claim 10~~claim 11, wherein adjusting the at least one selection criteria comprises:

determining if the expiration date has occurred; and

adjusting the at least one selection criteria only if the expiration has not occurred.

13. (Previously Presented) The method of claim 10, wherein obtaining the token associated with a caller comprises reading the token from a card.

14. (Original) The method of claim 13, wherein reading the token from a card comprises reading the token using a card reader.

15. (Currently Amended) A system that adjusts access rights of a caller for access to a callee, comprising:

an input interface that receives an interaction request; and

a controller that identifies selection criteria associated with at least one of the caller and an information provider, and identifies a token associated with the ~~caller and~~caller.

adjusts at least one of the selection criteria based on the identified token to control access to the ~~caller~~callee, and
provides the caller with access to the callee by providing alternative methods to reach the caller based on the selection criteria.

16. (Previously Presented) The system of claim 15, further comprising an output interface that provides identifying information to the caller.

17. (Currently Amended) The system of claim 16, wherein the ~~identified~~ identifying information includes interaction information related to the caller.

18. (Original) The system of claim 17, wherein the interaction information relates to potential interaction with an issuer of the token.

19. (Currently Amended) The system of claim 17, wherein the interaction information includes at least ~~one~~two of visibility information, accessibility information, and continuity information.

20. (Original) The system of claim 19, wherein the accessibility information includes at least one hypertext link associated with an issuer of the token.

21. (Previously Presented) The system of claim 19, wherein the continuity information relates to past interactions between the caller and an issuer of the token.

22. (Previously Presented) The system of claim 19, wherein the output interface presents the interaction information to the caller as an interaction space.

23. (Previously Presented) The system of claim 22, wherein the output interface displays the interaction space to the caller on a web-enabled device.

24. (Original) The system of claim 15, wherein the controller obtains an expiration date of the token.

25. (Previously Presented) The system of claim 24, wherein the controller adjusts at least one of the selection criteria by determining if the expiration date has occurred and adjusts the at least one selection criterion only if the expiration has not occurred.

26. (Previously Presented) The system of claim 15, wherein the input interface obtains a token associated with the caller from a data source if the token exists.

27. (Original) The system of claim 26, wherein the obtained token is read from a card.

28. (Original) The system of claim 27, wherein the input interface includes a card reader.

29. (New) The method of claim 1, wherein providing the caller with access to the callee includes providing alternative methods to reach the callee.